



U.S. Citizenship
and Immigration
Services

Humanitarian, Adjustment, Removing Conditions, and Travel Documents (HART) Service Center

Quarterly Briefing



U.S. Citizenship and Immigration Services

Sept. 22, 2023

USCIS SPEAKERS



U.S. Citizenship
and Immigration
Services

- Connie Nolan, Associate Director, Service Center Operations
- Tracey Parsons, Acting Director, HART

REMINDERS



U.S. Citizenship
and Immigration
Services

- For media, please reach out to media@uscis.dhs.gov.
- For congressional staffers, please reach out to USCISCongressionalInquiries@uscis.dhs.gov.
- This engagement is not being recorded.
- Electronic Reading Room: www.uscis.gov/records/electronic-reading-room.
- Submit written questions through the “Q&A” box on the right side of your screen.

OVERVIEW



HART is the 6th Service Center within SCOPS and has been adjudicating since January 29, 2023.

Total Center size will be 480 employees

- 100% virtual Service Center
- No geographical location
- Across multiple time zones
- Utilize existing Service Centers for support within a hybrid approach

OVERVIEW (cont.)



Currently, the HART Service Center exclusively processes the following case types:

- **Form I-360 VAWA** (Petition for Amerasian, Widow(er), or Special Immigrant) based on Violence Against Women Act
- **Form I-601A** (Application for Provisional Unlawful Presence Waiver)
- **Form I-730** (Refugee/Asylee Relative Petition)
- **Form I-918** BFD (U Visa Bona Fide Determination)

ACCOMPLISHMENTS



U.S. Citizenship
and Immigration
Services

As of August 30, 2023

- **279** employees have fully onboarded at the HART Service Center.
- **131** officers have completed training on one or more form types adjudicated at the HART Service Center.
- **Over 51,000** adjudications have been completed by HART Service Center officers.

UPDATES



U.S. Citizenship
and Immigration
Services

All Forms I-730 are now filed with the Texas Service Center. (*January*)

Safe Mailing Addresses and handling procedures for protected persons updated. (*April*)

USCIS published a processing time for the asylum-based Form I-730. (*August*)

UPDATES (cont.)



U.S. Citizenship
and Immigration
Services

Newly filed Form I-601As are now data entered at the Lockbox and then scanned.

Removed geographic limitations to HART Service Center form adjudications.

Improved customer service and employee efficiency resulting from implementation of recommended processing changes.

OUTREACH



U.S. Citizenship
and Immigration
Services

We have hosted **external engagements**, including briefings with congressional offices, the CIS Ombudsman, and stakeholders.

Internal communications, including town halls and an employee newsletter, have been established.

TRAINING



U.S. Citizenship
and Immigration
Services

HART Service Center officer training includes dynamics of domestic violence and trauma-informed, survivor-centered practices.

Officers only begin adjudicating once they are fully trained and certified, following the same process at all Centers.

ADJUDICATIONS



U.S. Citizenship
and Immigration
Services

- HART inherited the existing workloads for all form types it currently processes.
- Cases are generally adjudicated in a first-in, first-out basis.
- All HART form types are of equal priority.
- HART **does** adjudicate all ancillary form types filed concurrently.
- HART exclusively processes all applications, paper and electronic.
- Existing designators will continue to be used (i.e., YSC, SRC, LIN, EAC).

PROCESSING TIMES



U.S. Citizenship
and Immigration
Services

- Processing times for the asylum-based Form I-730 were published on August 23, 2023.
- USCIS anticipates processing times will be available online for all HART form types in the next fiscal year.
- Historical processing times data by form type/fiscal year can be found on our website at: <https://egov.uscis.gov/processing-times/historic-pt>

CUSTOMER SERVICE



U.S. Citizenship
and Immigration
Services

- Stakeholders will continue to use existing channels.
- Attorneys and accredited representatives will send inquiries to the same email boxes they have historically used.

Reminder: Address changes for VAWA-based Form I-360 and Form I-918 Bona Fide Determination will continue to be sent to the Vermont Service Center's physical address.

LIVE Q&A



U.S. Citizenship
and Immigration
Services

We want to hear from you!

- Please submit your question in the Q&A box.
- We cannot address case-specific questions.

RESOURCES



U.S. Citizenship
and Immigration
Services

Historical processing times data by form type/fiscal year can be found on our website at: egov.uscis.gov/processing-times/historic-pt

Service Center Operations: <https://www.uscis.gov/about-us/organization/directorates-and-program-offices/service-center-operations-directorate>

Inquiry Process: <https://www.uscis.gov/about-us/contact-us>

Check Case Status: <https://egov.uscis.gov/>

Lockbox and Service Center Filing Location Updates:
<https://www.uscis.gov/forms/lockbox-and-service-center-filing-location-updates>

CONCLUDING REMARKS



U.S. Citizenship
and Immigration
Services

- For additional questions, please email public.engagement@uscis.dhs.gov.
- For more information on our national engagements, visit uscis.gov/outreach.
- Follow us on [Twitter](#), [Instagram](#), [YouTube](#), [Facebook](#), and [LinkedIn](#).

DISSEMINATION



U.S. Citizenship
and Immigration
Services

This presentation may not be reproduced or further disseminated without the express written consent of USCIS.

DISCLAIMER



U.S. Citizenship
and Immigration
Services

This presentation is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefit(s), substantive or procedural, enforceable at law by any individual or other party in benefit requests before USCIS, in removal proceedings, in litigation with the United States, or in any other form or manner. This presentation does not have the force of law, or of a DHS directive.

ABOUT THIS PRESENTATION



U.S. Citizenship
and Immigration
Services

- Author: USCIS
- Date of last revision: 09/22/2023
- This presentation contains no sensitive Personally Identifiable Information (PII).